

# PARTNERS

## V3 NEW ELIGIBILITY SYSTEM

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### Project Update

The objective of the Health Plan Administration System (HPAS) project continues to be the implementation of a proven, efficient membership and accounting system for the State Health Benefit Plan (SHBP) members and employers. The January-February Partners advised of a probable delay in Phase 1 go-live. The Department of Community Health (DCH) and Vitech have now agreed to adjust the go-live date to accommodate more extensive testing, training and education. Also, additional time was allowed, during the development phase, to include some employer recommendations.

The DCH recognizes the significance of a designated implementation date. It is also our belief that trained and educated users greatly increase the success of even the most technologically efficient system. The Department and Vitech are in the process of finalizing a revised implementation date. Please be assured that we will not implement the system until it is fully tested and all partners have received both

education on the revised processes and responsibilities and training on the new system.

The Implementation Team experienced two changes in personnel during March. Kenneth Darter and Patti Polk have transferred to other State positions. Their responsibilities have been assumed by Deborah Sheppard and Jane Hanes. Deborah transferred from SHBP and Jane is a former SHBP employee. Both have extensive experience with the current eligibility system (MEMS) and will make significant contributions to the project.

The Implementation Team has continually attempted to engage the employers in the V3/HPAS project. With the exception of our Focus Group employers, there have been very few employers contacting the team. Please review the past issues of Partners to become acquainted with the system that YOU and your employees will be using on a daily basis. The Implementation Contact Information is provided on the last page of each Partners Issue. Let us hear from you!

# Communicating V3/HPAS to SHBP Members

As the implementation date approaches for the new V3/HPAS system, your employees will need to be educated about the new system, what the benefits are, and most importantly, how to access it. The DCH V3/HPAS communication team is developing tools to help employers communicate this information. Some tools that have been identified include:

- Printing/distribution of posters by the employer for display at significant work sites.
- Newsletter article in employer newspaper.
- Article published on employer Intranet Website.
- Printing of message on paycheck stub about V3/HPAS.
- Bundling of letter with paycheck announcing V3/HPAS.
- Flyer containing information on V3/HPAS self-service benefits and access method.

## Interfaces

Interfaces are a crucial component of the successful implementation of V3/HPAS. Getting MEMS “in synch” with our Payroll Location partners systems prior to go-live will lead to a successful conversion of data into V3/HPAS. If our payroll locations start sending us payroll deduction data (DEDI record type in PUF files), we will compare these files against our current MEMS system to find discrepancies and assist with resolution. Our current MEMS system only contains employees with health insurance coverage. V3/HPAS will contain all

The DCH V3/HPAS communication team will provide you the flyer and poster print files and articles to be published. Employers can decide which methods would be appropriate and beneficial for them and their employees. In preparation for distributing this information, employers should review their budgets to evaluate any expenses they could possibly incur in printing and distributing this information. Significant work locations should be identified for displaying posters. In addition, employers should consider if alternate methods for accessing V3/HPAS will be provided and communicated for those employees that do not have access to a computer.

We look forward to working with you on this very important transition for the SHBP and your employees. If you have any questions about communications, please contact Marla Headd.

employees, so we would like our payroll location partners to send us files of all employees (PLEE record type in AUF files) which we will use along with our current MEMS system records to populate the V3/HPAS system. The recently revised information about the interface formats can be found at [www.dch.georgia.gov/shbp\\_hpas](http://www.dch.georgia.gov/shbp_hpas). Please review this information and contact Deborah Sheppard or Carl Line (contact information found at the end of this issue of Partners) with questions or help getting started.

## Reports in V3/HPAS

Web-based access to the V3/HPAS system means members and payroll locations will be able to access available reports online. With the reports feature, running available reports on-demand for viewing, printing and exporting, or requesting ad-hoc reports based on specific needs is a click away from any computer. Most of the reports that are currently generated in MEMS will be available along with several new types of reports. The flexibility of V3/HPAS allows you to select how reports are viewed and how often; they will be available 24/7.

Some of the available reports will only be accessible based on your assigned security role within the V3/HPAS system. Among the types of reports you can expect to see in V3/HPAS are:

- Payroll locations will have access to billing history and reconciliation reports, deduction reconciliation report, proof billing report, accounts report, and billing invoice report.
- Member reports include the direct pay invoice and coverage status reports.

Viewing is done by simply selecting “Reports” from the menu to see a drop down list of the available reports. Clicking the “Export” button allows you to download a report into either a Microsoft Excel or PDF (Adobe Acrobat) file where it can then be saved. No additional tools or software is needed to use the reports feature because it is within the V3/HPAS system. Payroll location training, online tutorials, Help and KnowledgeBase will include a chapter on reports. If you have any questions about reports, please contact Cheryl Robinson-Smith.

## STATE HEALTH BENEFIT PLAN

### *USEFUL CONTACT INFORMATION*

Gelane Hamilton – Project Manager	<a href="mailto:ghamilton@dch.ga.gov">ghamilton@dch.ga.gov</a>	404.463.1225
Carl Line – Conversion and Interfacing	<a href="mailto:cline@dch.ga.gov">cline@dch.ga.gov</a>	404.463.0106
Susie Atcheson – Business Analyst	<a href="mailto:satcheson@dch.ga.gov">satcheson@dch.ga.gov</a>	404.657.0227
Janet Delahanty – Buiness Analyst	<a href="mailto:jdelahanty@dch.ga.gov">jdelahanty@dch.ga.gov</a>	404.656.7288
Michael Woodside – Business Analyst	<a href="mailto:mwoodside@dch.ga.gov">mwoodside@dch.ga.gov</a>	404.651.7127
Laura Chapman – Business Analyst	<a href="mailto:lchapman@dch.ga.gov">lchapman@dch.ga.gov</a>	404.656.7289
Jane Hanes – Systems Analyst	<a href="mailto:jahanes@dch.ga.gov">jahanes@dch.ga.gov</a>	404.463.0402
Marla Headd – Systems Analyst	<a href="mailto:mheadd@dch.ga.gov">mheadd@dch.ga.gov</a>	404.656.7221
Linda Stone – Systems Analyst	<a href="mailto:lstone@dch.ga.gov">lstone@dch.ga.gov</a>	404.463.1106
Deborah Sheppard – Systems Analyst	<a href="mailto:dsheppard@dch.ga.gov">dsheppard@dch.ga.gov</a>	404.463.0212
Cheryl Robinson-Smith – Systems Analyst	<a href="mailto:csmith@dch.ga.gov">csmith@dch.ga.gov</a>	404.656.7219

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